

# Texas Health Trace Updates

## for Local and Regional Users

*This biweekly communication is intended to provide local and regional users of Texas Health Trace with useful information about recent and upcoming system enhancements and features.*

**Tuesday, January 5, 2020**

### Major Accomplishments

- Prioritization of Labs - Call Center queues updated to prioritize labs based on rolling date from specimen collection date. Priority will be assigned by the specimen collection date of the case's most recently received lab. Prioritization categories are: Specimen dates in the past 6 days, specimen collection date 7-10 days in the past, all other cases will be addressed in the order added to the queue.
- ELR Backlog Import - import of 149,809 lab records completed on 12/24.
- Vaccine Questions - new scripted questions and corresponding fields have been added to exposed contact pages to collect information about vaccination status of the individual.
- Newly Required Fields - information regarding a case's exposure to an exposed contact are now required when creating or editing an exposed contact's information.
- Jurisdiction Assignment Updates - 1 mapping update made in this sprint to correctly assign cases to El Paso.

### Latest Resources and Trainings

- 12/18/20 Release - Merging Duplicate Cases for RLHE Epi Leads (Regional/Local Health Dept)
- 12/18/20 Release (Regional/Local Health Dept)
- 12/18/20 Release (Call Center)
- Case Shunting in Texas Health Trace User Guides

### Lessons Learned

- Need a group of cases moved to or from the Call Center? You can update the case owner in bulk using the Change Owner button in the case list views. Find more information on how to do this from the [Case Shunting in Texas Health Trace Job Aid](#) in the [Contact Trace Academy](#).

### Open Issues

- Duplicates in THT - Duplicate records for persons, cases, and lab reports are a known issue in THT. Person merge and case merge tools are currently available for Epi users in THT. However, the upcoming sprints will examine duplicate records for updates that can be made to better address duplicates coming into the system rather than manual updates. This work is expected to occur in Sprints 19-22.
- Support Services Queue - Users have reported cases not populating in the support services queue as expected. Developers will work to resolve the issue in Sprint 20.



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- DSHS Case Owner – The process for routing cases to case owner = DSHS is under review. The analysis will examine what cases are being assigned to DSHS and if there is a more appropriate owner for these cases. Sprint 21 will be targeted for deploying any changes needed.

### Plans for Next Sprint Cycle

- Enhancement to the call center prioritization assignment process
- Give users the ability to close an Exposed Contact record when the individual has already been documented as a Case
- Add an escalation category for duplicate cases and a queue to manage reported duplicates
- Automation of importing files received by RLHE agencies submitting on a routine basis

